



Fact Sheet - Feedback and Complaint

Inclusive Matters welcomes feedback from individuals who use **Inclusive Matters'** services and the public. We value feedback including complaints regarding the quality of our service and communication to support the continuous growth and improvement of service delivery and management

Inclusive Matters' Feedback and Complaint policy provides a framework for the prompt and sensitive address of and complaints and disputes for their resolution utilising procedural fairness, confidentiality, and privacy.

This policy is intended to ensure that we handle complaints fairly, efficiently and effectively; boost public confidence in our administrative process, and; provide information that can be used by us to deliver quality improvements in our service delivery.

Feedback and complaints can be made via:

- Phone 0455 729 291
- Email contactus@inclusivematters.com
- Website at inclusivematters.com or
- Write to us at P.O. Box 99, Bangalow, NSW 2479

Responding to feedback

Depending on the type of feedback received, particularly if it is a comment or suggestion for improvement, it may be appropriate to contact the individual who gave the feedback to communicate any changes made as a result of their suggestion. This will contribute to a positive relationship between the organisation and its service users and stakeholders.

Responding to a complaint

A letter will be sent to the complainant (or the complainant's nominee) within 5-7 working days of the complaint being received. The response details what is being done to investigate and resolve the complaint. **Inclusive Matters** aims to investigate and resolve all complaints within one month of receiving the complaint. If this timeframe cannot be met, the complainant will be informed of the reasons why and of the alternative timeframe for resolution.

Complaints involving staff members

Complaints involving staff members, excluding the **Inclusive Matters' Board** should be forwarded to the **directors** who will coordinate a response to the complaint in conjunction with the staff member's supervisor.

Complaints involving the **Directors** should be referred to the **Inclusive Matters' Board**. The process for complaints involving the **Directors** is the same as for complaints involving other staff, except the **Inclusive Matters' Board** facilitates the resolution.

Complaints concerning a Board member or a member of a Board subcommittee should be referred to the Board Chair. The Chair, or an approved delegate, will attempt to resolve the issue to the satisfaction of the complainant. Where the Chair is the subject of a complaint, the complaint should be referred to another member of the Board.

Complaints resolution and follow up

Within two months of the complaint being resolved, **Inclusive Matters** will follow up with the complainant to review their satisfaction with the actions taken.

Feedback information (both positive and negative) is to be considered in operational planning as well as implementation and review activities in the areas of governance, risk management, client services, project management and workplace health and safety.

Withdrawing complaints

Complaints can be withdrawn by the original complainant upon receipt of a written letter or email by **Inclusive Matters**. Written letter can be posted or given to a staff member. No further action will be taken from the date of receipt.

Confidentiality of complaints and disputes

As far as possible, the fact that a service user has lodged a complaint and the details of that complaint are kept confidential amongst staff directly concerned with its resolution. The service user's permission is obtained prior to any information being given to other parties that it may be desirable to involve in order to satisfactorily resolve the complaint or dispute.

NDIS participants

If the client is an NDIS Participant and is not satisfied or does not want to speak to **Inclusive Matters**, the Participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting [ndis.gov.au](https://www.ndis.gov.au) for further information. Alternatively, contact with the NSW Ombudsman by calling 02 9286 1000 or 1800 451 524 toll free (outside Sydney metro), or visit the website <https://www.ombo.nsw.gov.au/> for more information. Otherwise, contact the NSW Health Care Complaints Commission on 02 9219 7444 or toll free in NSW 1800 043 159. Each of these services offer an interpreter or advocate for feedback.